

REMARKS

This application is a continuation of prior patent application 09/070,521, filed April 29, 1998. In the prior patent application, in an Office Action mailed July 9, 1998, the Examiner allowed claims 62 and 63. In an Amendment to the July 9, 1998 Office Action, Applicants canceled all claims except 62, informing the Examiner that they intended to continue prosecution of the other claims in subsequent continuations. In the present continuation application, Applicants seek to proceed with those claims pertaining to routing calls to directory assistance operators who are capable of speaking the same language as the calling customer, specifically claim 52 and claim 61 (which was added in the 09/070,521 application by preliminary amendment). Claim 52 has been amended. Claim 61 has been restated as new claim 72.

The Examiner, in the July 9, 1998 Office Action, rejected Applicants' language-based claims as being anticipated under 35 U.S.C. § 102(e) by U.S. Patent No. 5,633,919 to Hogan. While the applicants do not admit that the Hogan reference is entitled to prior art status relative to the present invention, even assuming, *arguendo*, that it is, the claimed invention is patentable over the Hogan.

Hogan discloses a call processing system for providing calling services such as calling cards, operator assistance, 800 service, audiotext and voice mail. (Col. 3, lines 4 to 10). It does not, however, disclose or suggest providing foreign language-capable directory assistance – i.e., routing calls at a directory assistance center to a directory assistance operator who is capable of speaking the same language as the calling customer. This capability is particularly beneficial in a directory assistance context where the directory assistance operator solicits information from the customer in the foreign language spoken by the calling customer who then accesses computer databases of destination telephone numbers to locate a desired number using that information. Hogan does not disclose using operators who speak the same language as the callers for effectively searching directory assistance databases. The present claims particularly point out and distinctly claim these aspects of the invention.

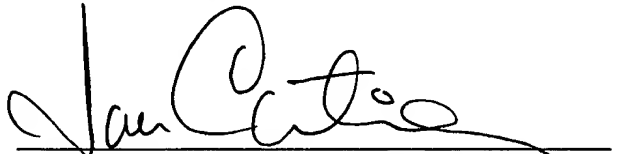
Further, it would not have been obvious to combine the teachings of Hogan with the provision of directory assistance services because of the added complexities of finding and communicating information contained in computer databases to callers who speak variable languages.

Additional claims 51-71 and 73 -85 have been added to further point out and claim

the invention. Support for the added claims can be found in the specification and claims as originally filed. No new matter has been added.

For the foregoing reasons, it is respectfully submitted that the specification and the claims remaining in the application are in proper form for allowance and their earliest possible allowance is earnestly solicited.

Respectfully submitted,



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